

The 20 Qualicongrès commitments



Before the event :

1. Same-day response to a question on availability of premises
2. Provision of a client Memo
3. Referencing and assessment of service providers
4. Provision of a list of caterers, if required
5. Provision of hotel documentation
6. Forwarding of an estimate that meets client demands in terms of contents and timescales
7. Provision of a detailed quote
8. Provision of technical literature
9. Provision of a “Venue” pack to clients
10. Provision of information on parking amenities

During the event :

11. Coordination between staff and the event organiser
12. Nomination of a contact person to provide the client with information at all times
13. Client briefing session at the start of the event
14. Definition and on-going provision of the necessary expertise for technical personnel
15. Reaction in less than 10 minutes in the case of equipment breakdown
16. Systematic provision of information to the client regarding the cost of additional services
17. Invoicing of services in accordance with contractual commitments

After the event :

18. End-of-event debriefing
19. Measurement of client satisfaction
20. Response to complaints in less than 5 days

Contact us :

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